



WAN ADMINISTRATOR II

Characteristics of Work

Incumbents in network operations are responsible for the monitoring and operations of Wide Area Data Communication Networks (WANs). This includes using sophisticated network tools to resolve network outages and to maintain required network performance objectives.

WAN Administrator II is the career level where incumbents perform most aspects of wide area network operations. They must be able to use all available tools to monitor and troubleshoot the wide area network. Incumbents are expected to work unsupervised during some periods to ensure network availability.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Monitors performance of wide area networks, recommending modifications to enhance operating efficiency.

Responds to network operating problems with vendors and internal staff.

Maintains databases that contain network equipment inventory, trouble tickets, circuit identifiers, etc.

Troubleshoots and resolves wide area network performance to ensure consistent availability.

Interfaces communications between LANs, WANs, midrange, and mainframe operating environments.

Configures network equipment such as models and routers.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Acts as liaison among IT personnel, clients, and vendors concerning network operations issues.
2. Supports Wide Area Networks (WANs), including addressing protocols, security, etc.
3. Uses networking tools to monitor WANs and LANs and to resolve network outages.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related

education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Moderate Work: May frequently exert force equivalent to lifting up to approximately 25 pounds and/or occasionally exert force equivalent to lifting up to approximately 50 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Bachelor's Degree from an accredited four-year college or university in network operations or a related field;

OR

Education:

An Associate's Degree from an accredited two-year college in network operations or a related field;

AND

Experience:

Two (2) years of directly related experience in systems operations.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Four (4) years of directly related experience in systems operations.

Substitution Statement:

Related education and directly related experience may be substituted on an equal basis.

Possession of an Institute for Certification of Computer Professionals (ICCP) certificate based on successful completion may be substituted for one (1) year of the required experience (certificate must be attached).

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.